

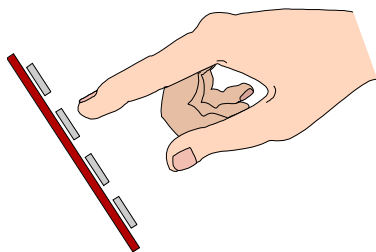
Delta Offers Self-Service Check-In Kiosks at SLC Airport

Delta Airlines now allows passengers at the Salt Lake International Airport to use self-service kiosks to get through the airport faster. The service is available to all passengers who have purchased e-tickets for domestic flights.

The kiosks in the ticket lobby of the Salt Lake Airport allow you to bypass the lines at the check-in counter and obtain your boarding card in less than one minute, on average. Delta provides customer service agents dedicated to assisting customers with kiosk usage and baggage check.

The Delta airport kiosks allow you to do the following:

- ✓ Check in and get your boarding card(s) for originating and connecting flights;
- ✓ Check your baggage;
- ✓ Change your flight or standby for an earlier flight;
- ✓ Select or change seat assignment;
- ✓ Initiate multiparty check-in;
- ✓ Request a receipt for your e-ticket;
- ✓ Get answers to FAA security questions;
- ✓ Find out about possible delays or cancellations; and
- ✓ Review your itinerary and seat assignment.



Kiosks are now available at 65 airports across the U.S., and Delta plans to add them to 15 additional airports before the end of the year. Check the Delta Web site (www.delta.com/travel/trav_serv/kiosk) to see if the city you're traveling to has a kiosk. The Web site also contains a demo that allows you to take a short tour explaining how to use the kiosk. ➔

Security Added at SLC Airport Parking Terrace

As a result of new rulings by the Transportation Safety Administration (TSA), cars entering levels two or three of Salt Lake International Airport's short-term parking terrace are being stopped for inspection.

Parking attendants doubling as security workers are performing a cursory search of car trunks and passenger compartments for explosives. Luggage will not be inspected during this search, and TSA is not requiring checks under the hood. Security personnel will ask to look in any large boxes that might be in vehicles, and drivers refusing the search will be directed out of the parking garage and into long-term lots.

Cars parking in level one will not be searched because the stalls on this level, which are separated from the terminals by drive-through lanes, are more than 300 feet away, as required by the TSA ruling. ➔

Airport



Security

Using After-Hours Line Will Cost \$15 Per Call

The new after-hours emergency telephone number is 1-800-860-7816. When asked for a code, use *FP9*. Using the new after-hours telephone number will cost agencies **\$15.00 per call**. The cost will automatically be **charged to the agency's CTA** (Central Travel Account) when the call is placed.

Do not use the after-hours line for routine business. Travelers should use the after-hours telephone number only if they are stranded after regular business hours and need assistance before the State Travel Office opens. Use the after-hours line from 5:00 p.m. to 8:00 a.m. Mountain Time weekdays, and on weekends and holidays.

The after-hours number does not connect to Christopherson Travel. It goes to a large company that answers calls for many travel agencies.

For assistance while traveling during regular business hours (8:00 a.m. to 5:00 p.m. Mountain Time weekdays), call the State Travel Office at 801-537-9124. ➔

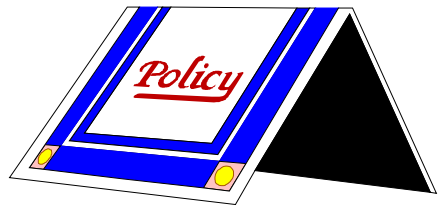


Follow Policies for Driving vs. Flying

Because we receive many requests during the summer from travelers who want to drive on business rather than fly, we want to remind everyone of the guidelines for driving a private vehicle instead of flying. The complete state accounting policy, FIACCT 10-02.06, Travel – Reimbursements – Transportation, is available on the Division of Finance [Web site](#).

Below are some details of the policy:

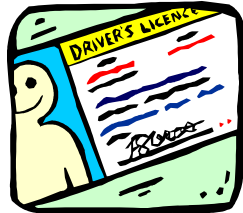
- ★ The department director must approve the request to drive instead of fly;
- ★ The traveler will be reimbursed 28 cents per mile **or** the airplane fare, whichever is less;
- ★ The traveler may be reimbursed for meals and lodging for a reasonable amount of time; however, the total cost of the trip must not exceed the equivalent cost of the airline trip.
- ★ Additional expenses such as parking, toll fees, etc. will not be allowed unless approved in writing by the Department Director.
- ★ As documentation, travelers should submit a comparison showing that the total cost of the trip driving (mileage, lodging, meals, etc.) was less than or equal to the total cost of the trip flying. A simple comparison of mileage reimbursement and the airline ticket is not acceptable. For the calculations, use the airline ticket cost described below.
- ★ Obtain an itinerary printout from the State Travel Office which shows the lowest airfare within 30 days prior to the departure date to document the cost of flying.
- ★ If travel time taken for driving during the employee's normal work week is greater than that which would have occurred had the employee flown, the excess time used will be taken as annual leave. ➔



Name on Airline Reservation Must Match Driver's License

Travel planners, please check with your travelers to find out what name is on their driver's license before you book an airline reservation. The name on the airline ticket must **match exactly** the name on the driver's license to pass through security.

We have had problems, for example, when a female employee requests an airline reservation under her married name but her driver's license still shows her maiden name. It also creates problems when the driver's license is issued in the name *Robert L. Smith* and the airline reservation is for *Bob Smith*.



Confirm Hotel Rate Before Checking In

Be sure to reconfirm the room rate before you sign when checking into a hotel. You will be charged the rate you sign for, regardless of arrangements you may have made over the telephone.

When checking in, employees should say they want the "State of Utah rate," not the "government rate." It would be helpful if travelers would specifically give the State's per diem rate for that city.



The State has negotiated special rates with hotels, but only a limited number of rooms are available at the negotiated rates, especially during the summer. These rates are valid only for state employees traveling on official business, not for personal travel.

We have posted on our Web site an unofficial list of in-state hotels that offer rooms at per diem (www.finance.utah.gov/pdf/hotels.pdf). You must have the Adobe Acrobat Reader installed on your computer to view the list.

The hotel list, which is organized by city and area of the state, also contains information about group and conference facilities around the state. It no longer includes hotel specials.

Subscribe With Your New E-Mail Address

When your e-mail address changes, you need to re-subscribe to the list server that notifies you when a new *Travel Update* newsletter is posted to our Web site. For state employees, when your post office changes to @utah.gov, you will need to send a blank e-mail message to subscribe-travel@finance.utah.gov.

Do not re-subscribe until your LAN administrator notifies you that your post office has actually changed. If you do, you will receive e-mail telling you that you are already subscribed to the list server.

For a short period of time, if your e-mail system accepts both your old and your new address, you may receive two messages every time a Travel list server message is sent out. We will clean out your old addresses as quickly as we can.



If your e-mail address does not change, you do not need to do anything. ➔

Taxes and Fees on Domestic Flights*

Total Ticket Price	\$300.00	\$400.00	\$500.00
Base (airline) fare	260.47	353.49	446.51
Fed. ticket tax	19.53	26.51	33.49
Fed. flight segment tax	6.00	6.00	6.00
Fed. security surcharge	5.00	5.00	5.00
Passenger facility charge	9.00	9.00	9.00
Total taxes and fees	\$39.53	\$46.51	\$53.49
Taxes as % of ticket	13.2%	11.6%	10.7%

*Based on nonstop roundtrip with \$4.50 passenger facility charge

Source: Air Transport Association

Our E-Mail Addresses Have Changed

State Travel Office personnel have new e-mail addresses. Below is updated information for contacting the State Travel Office:

Mary Marsden

801-538-3357

marymarsden@utah.gov

Lynette Saccomanno

801-538-3351

lsaccomanno@utah.gov

Colleen Clark

801-538-3743

colleenclark@utah.gov

Angie Mackelprang

801-538-3359

amackelprang@utah.gov



Tami Nelson

801-538-3352

taminelson@utah.gov

Dot Gortcinsky

801-538-3358

dgortcinsky@utah.gov

Nicole Naylor

801-538-3109

nnaylor@utah.gov

Diann Donoviel

801-538-3103

ddonoviel@utah.gov

Travel Agency Phone Numbers

Monday – Friday

8:00 a.m. – 5:00 p.m.*

801-538-3350

Emergency

8:00 a.m. – 5:00 p.m.* Weekdays

801-537-9124

Office Hours

8:00 a.m. – 5:00 p.m.*, Weekdays

State of Utah Holidays Observed

*Mountain Time

After Hours and Weekends

5:00 p.m. – 8:00 a.m.*

1-800-860-7816

(\$15 per call charged to CTA)

FAX Number

801-538-3485

Office Address

Room 1170 State Office Building

Salt Lake City, Utah 84114